

VerFone

Payment Card Guide and Regulations

Your complete guide for all payment card transactions accepted by CITGO.



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CITGO Contacts

Questions About...	Email	Phone
Chargebacks/Fraud	Cardoperations@citgo.com	800-423-8434, ext. 4340
Point of Sale	POSProd@citgo.com	800-423-8434, ext. 5415
Settlement	POSHelp@citgo.com	800-533-3421, opt. 2, opt. 1
Out-of-Balance Batches	citgosupport@e-hps.com	800-247-2251
CITGO Customer Service	info@citgo.com	800-423-8434
Branding/Marketing		800-32-CITGO (800-322-4846)
Gift Cards		800-533-3421, opt. 1, opt. 2
Supplies		800-805-8492
CITGO Rewards Card		855-598-4879
CITGO Fleet Cards		866-926-5615
Club CITGO	clubcitgo@citgo.com	888-2-GO-CLUB (888-246-2582)

Introduction

This guide and its associated Quick Reference Guide serve as your guide in processing payment card transactions through the CITGO Payment Card network. Failure to comply with any of the terms and conditions of this guide may result in the chargeback of transactions, fines and/or fees assessed by the card brands, or termination of your participation in the program.

This document represents a binding agreement between CITGO Petroleum Corporation (CITGO) and you as a CITGO Marketer and/or CITGO Location. CITGO may amend this guide from time to time at its sole discretion.

In the case of a Location supplied with CITGO petroleum products by a Marketer, the Location shall have no right, recourse or claim for proceeds from payment card transactions against CITGO. The Marketer supplying the Location shall be solely responsible for settlement of payment card transactions with the Location. Marketers are responsible for ensuring their Locations are in compliance with the terms and conditions of this guide. Any notice by CITGO to a Marketer shall be deemed a notice to the Locations supplied by that Marketer.

All provisions in the applicable Marketer Franchise Agreement or Distributor Franchise Agreement, concerning payment card transactions apply to the Marketer, in addition to any requirements of this guide. The Marketer grants to CITGO a security interest in all payment card proceeds to ensure all Marketer obligations to CITGO. The security interest of CITGO in such proceeds is perfected while such proceeds are in the possession of CITGO. In addition, CITGO may apply and/or offset such proceeds against amounts owed to CITGO by the Marketer. Each Marketer shall maintain sufficient backup equipment, procedures and processes to ensure their Locations can continue properly processing payment card transactions in the event of a major disruption, disaster or failure in the local electronic system or remote network.

As a Marketer or Location, you must comply with all terms and requirements of the CITGO Payment Card Program as set forth in this guide. You must accept all payment cards identified herein, including but not limited to any and all CITGO proprietary cards, as approved methods of payment at all Locations.

Where applicable, and with appropriate notification, CITGO will charge a processing fee on payment card transactions. In those situations, CITGO will deduct the fee from your settlement proceeds accordingly. CITGO reserves the right to change the rate or processing fees effective upon notice.

All payment card transactions must be transmitted through a CITGO-approved point of sale (POS) device which is certified with current Payment Application Data Security Standards (PA-DSS) requirements for use under the CITGO Payment Card Program and which complies with all applicable laws and rules of the applicable card brands. CITGO reserves the right, in its sole discretion, to amend its Payment Card Program, including the right to discontinue all or a portion of the program, discontinue or withdraw its CITGO proprietary cards and/or any other approved payment cards from the program, or deactivate POS systems/software that do not meet current PA-DSS requirements.

Introduction

Acts and knowledge of your employees and agents regarding payment card transactions shall be deemed to be your acts and knowledge. If it is determined that you or your personnel or third-party agents have committed any fraudulent or otherwise unauthorized or improper act in connection with a payment card transaction, or have knowledge or notice of any fact or circumstances that would indicate any such fraudulent or otherwise unauthorized or improper act, then CITGO may terminate your ability to accept payment cards through the CITGO Payment Card Program and may take legal action where appropriate.

You may not, and must ensure that your service providers do not, disclose, sell or disseminate any information obtained solely as a result of a cardholder's use of a payment card – except (1) for purposes of authorizing, completing and settling card transactions and resolving any chargebacks, retrieval requests or similar issues involving payment card transactions, or (2) pursuant to a court or governmental agency request, subpoena or order. You must use proper controls for, limit access to and render unreadable prior to discarding all records, POS equipment, PIN pads or any other device that could contain or transmit cardholder data, or is connected to the cardholder data environment. You must cooperate fully with CITGO, law enforcement investigators, payment card industry representatives and/or payment card industry approved (or CITGO approved) third parties and provide full and complete access to allow them to conduct a complete security review to validate compliance. If requested, a Marketer must provide proof of full compliance for the Payment Card Industry Data Security Standards (PCI-DSS) and other governing bodies and regulations in order to accept payment cards. If a Marketer uses a CITGO-recommended third-party PCI-DSS program, the Marketer then agrees to allow the third-party provider to validate compliance to CITGO on behalf of the Marketer.

You must comply with POS-related requirements such as PCI-DSS, data and network security (e.g., use of firewall by a CITGO-authorized firewall provider), EMV, loyalty, mobile and other programs as designated by CITGO.

This guide is effective upon receipt and supersedes all previous versions. Any other written notice or condition furnished to you by CITGO governing payment card transactions to the extent not inconsistent with this guide continues in force as supplemental to this guide until cancelled or superseded by subsequent notice or conditions.

Introduction

Confidentiality Policy

You and your personnel, including but not limited to employees, contractors, third- party service providers and other representatives, may not reveal any information related to a specific card, credit card application, cardholder, charge authorization request or response, including any card account number, cardholder name, cardholder phone number, cardholder address, sale amount or any other cardholder information to any person or entity other than persons or entities necessary to effect a payment card transaction pursuant to the procedures of this guide.

If you are asked to provide any such information over the phone, via email, or from written word:

- Do NOT give out ANY such information.
- Ask for the requestor's name and contact information.
- Contact Caleb Burke, CITGO Payment Card Operations Manager, to report the request.

Caleb Burke

CITGO Payment Card Operations
Manager 1293 Eldridge Parkway,
M/S W2012

Houston, TX 77077

Office: 832-486-4340

Fax: 832-486-4476

cburke@citgo.com

Payment Card Regulations and Best Practices

Card Acceptance

Except as provided herein, you must accept all valid cards presented as payment for goods or services. You may not discriminate among cardholders seeking to make purchases through use of a valid card or treat customers utilizing cards differently than customers using cash with respect to exchanges and returns or price adjustments.

All card transactions must be processed electronically through a CITGO-approved POS using the CITGO Network.

You must obtain authorization in advance and offer the customer a receipt for each payment card transaction.

Customer-activated POS terminals such as dispenser card readers to the extent present at any location, must be kept accessible. If a referral response is received in response to the request for authorization, you must call the authorization center designated in this guide for the applicable payment card.

CITGO currently accepts the following payment cards:

- CITGO Rewards Card®
- CITGO Gift Card
- CITGO Fleet Cards
- CITGO Debit Plus Card
- American Express
- Discover, Diners Club, JCB and China UnionPay
- Mastercard and Mastercard Fleet
- Visa and Visa Fleet
- WEX
- Voyager
- Fuelman
- PIN Debit
- EBT*

You acknowledge that an authorization does **not** constitute a guarantee of payment and is only an indication of available credit at the time of authorization and the transaction may be subject to dispute or chargeback.

*EBT is available only on certain certified POS equipment.

Payment Card Regulations and Best Practices



Receipt Requirements

CITGO requires all sales invoices (receipts) be retained for 18 months. After the 18th month, invoices must be securely disposed of (e.g., shredded.)

CITGO requires all invoices contain a legible:

- Location name and address
- Terminal ID
- Itemized product description
- Total sale amount
- Tax (if applicable)
- Last four digits of the card used
- Approval code
- Reference number
- Sales date and time
- Customer signature (if required)

Signature Requirements

As of April 2018, the card brands are no longer requiring customers to sign receipts under the following conditions: (inside sales only)

- Visa - If your terminal is EMV capable, no signature is required for any sale. If your terminal is not EMV capable, you must obtain a signature for any transaction greater than \$25.
- Mastercard – No signature required on any transaction.
- American Express – No signature required on any transaction.
- Discover – No signature required on any transaction.

While the card brands may not be requiring a signature, Locations still have the right to request a customer sign the receipt; however, obtaining a customer’s signature does not offer additional protection against chargebacks.

All CITGO branded cards, as well as fleet cards, (WEX, Voyager, Fuleman, etc.) still require a signature.

Refunds

You **may not** issue a credit transaction (refund) without having completed a previous offsetting payment card sale to the same account number. **You may not issue a credit transaction without an original receipt or transaction lookup to verify whether a purchase was made on the account.** You may not accept money from a cardholder for the purpose of preparing a credit transaction that will affect a deposit to the cardholder’s account.

Purchases on bank or fleet cards may not be refunded in cash. If you are unable to complete the refund as tendered back to the customer’s card, please contact CITGO CBR for assistance.

CITGO CBR: 800-247-2251

Payment Card Regulations and Best Practices

Manually Entered Transactions

CITGO generally prohibits manually entering (keying) the card number into the POS. In the event a customer's card cannot be read through either the magnetic stripe or EMV chip, you have the right to ask for an alternate form of payment.

Locations that wish to use the manual entry feature must sign a release form acknowledging the increased risk and accept liability for all related chargebacks.

PIN Debit and CITGO Gift Cards cannot be manually entered. If you are unable to obtain an authorization for a PIN Debit or CITGO Gift card, you must request an alternate form of payment.

Product Restrictions

CITGO expressly prohibits the sale of the following items when using a payment card as tender:

- Accumulating sales (each sale must be paid for at the time of purchase)
- Split sales (Separating sales to avoid maximum transaction amounts)
- Truck rentals
- Fire arms
- Motel/hotel charges
- Cash advances/cash back
- Lottery tickets (except where allowed by state or local laws)
- Internet gambling products and non-compliant sweepstakes or contests
- Money orders
- Extended warranties
- Service contracts
- Stored value or prepaid cards not authorized by CITGO
- Materials disparaging to the CITGO brand (e.g., drug paraphernalia, pornographic materials, etc.)

Merchandise Limits

- Sales of food, beverage, cigarettes, phone cards and other c-store merchandise is limited to \$75 per day per card
- Sales of cigarettes may exceed \$75, but are limited to one carton per card, per day

Cigarette Sales

Cigarette sales are a high fraud target. To protect Locations, CITGO recommends limiting the purchase of cigarettes to one carton per card, per day. Locations that choose to sell more than one carton per card, per day will be liable for any chargebacks that may result.

Payment Card Regulations and Best Practices

Lottery Purchases

CITGO generally prohibits the sale of lottery tickets on both PIN Debit and credit cards. However, for states that have adopted legislation specifically allowing lottery sales on a payment card, CITGO will allow these sales to be processed through the CITGO network with the understanding that the Marketer/Location will:

- Comply with all applicable laws associated with selling lottery tickets on payment cards.
- Accept liability for chargebacks associated with the purchase of lottery tickets.
- Comply with card brand registration procedures when applicable.

Surcharging and Minimum Purchases

Surcharging is the act of adding an additional charge, tax or cost. CITGO prohibits the act of surcharging. You **may not** require any cardholder to pay a surcharge as a condition for honoring any payment card authorized or permitted to be accepted under the CITGO Payment Card Program.

You may establish a minimum transaction amount not to exceed \$10 on bank cards **only**. However, if you elect to impose a minimum transaction amount, you **may not** engage in acceptance or charging practices that discriminate or differentiate between issuers or card brands.

Any chargebacks, fees or fines received as a result of non-compliance with the card brands' and debit cards' card acceptance rules and regulations, including with respect to surcharging and discrimination, will be passed on to the Marketer/Location.

Cash/Credit Tiered Pricing

CITGO does allow for cash/credit tiered pricing. Should you choose to participate in tiered pricing, you must do so in compliance with all applicable local, state and federal laws as well as the rules of the various card brands. The card brand rules require that any tiered pricing be presented as a discount for cash transactions (as opposed to a premium for card transactions.) Failure to adhere to the rules of the applicable card brands could result in additional fees and/or fines being assessed.

All signage related to tiered pricing must be approved by CITGO prior to posting. Approved retail signage may be obtained from the CITGO Branding Team.

For assistance in setting up or maintaining cash/credit pricing, contact the CITGO Help Desk. 1-800-533-3421, opt. 2, opt. 2

CITGO Region Contacts, 1-800-32-CITGO		
Region Marketing Managers	Marketing Support Managers	Brand Managers
Northeast Region and IL, IN, MI, WI Olga Hernandez, ext. 4336	Northeast Region and IL, IN, MI, WI Juan Salazar, ext. 1697	AL, CT, GA, KY, MA, MS, RI, TN Susan Edge, ext. 1995
Southern Region and AR, LA, TX Joseph Minotti, ext. 4984	Southern Region and AR, LA, TX Angela Swan, ext. 4944	MI, NC, SC, VA, WI, WV Natalie Hussion, ext. 1962
		AR, LA, ME, NH, NY, PA, TX, VT Jonathan Coronado, ext. 4054
		DC, DE, FL, IL, IN, MD, NJ, OH Natalie Gorman, ext. 1597

Chargebacks

A chargeback occurs when a customer either disagrees with a charge to their payment card or does not recognize a transaction. The most common reasons for chargebacks are:

- Transaction not processed as expected (e.g., duplicate transaction).
- Goods/services not received.
- Cardholder did not authorize the transaction; fraudulent/counterfeit activity.

Most Common Marketer Chargeback Reasons
Invoice Not Received Within Timeframe
Invalid Authorization – Manual Entry
Fraudulent/Counterfeit
Exceeds Daily Sales Limits
Split Sales

Chargeback Policy

You will be subject to chargeback of any payment card transaction that is not in full compliance with the terms of this guide or the rules of the applicable card brand. CITGO reserves the right to correct and adjust for errors or inaccuracies.

Chargebacks must be disputed within 10 calendar days of notice. Failure to timely dispute a chargeback will constitute a waiver of your rights to dispute the chargeback. Disputing a chargeback does not guarantee the chargeback will be reversed. The best way to protect against chargebacks is to be proactive and follow the requirements and best practices outlined in this guide.

Locations are responsible for the actions of their employees and third-party agents, including possible fraudulent sales transactions. If fraudulent transactions are completed as a result of employee or other agent activity, or the misuse of payment card transaction information at your site, you may be subject to chargeback.

CITGO attempts to represent chargebacks on behalf of all Locations. This may include asking the Location to provide a copy of the invoice for the disputed transaction. Providing a copy of the disputed invoice does not exempt you from chargeback of the sale. If a dispute is upheld, CITGO will review the transaction details to determine if the Location should be liable for the cost of the dispute. All disputes will be passed to the Marketer who will then make the judgement to pass the chargeback down to the Location.

Chargebacks

Fulfilling Request for Copies

Invoice requests can be obtained either via a POS terminal mail message or MarketNet. If using the POS terminal mail function to obtain invoice requests, it is the Location's responsibility to be familiar with the POS terminal and how to pull these messages. CITGO will not be responsible for ensuring Locations are pulling their terminal messages.

In order to ensure CITGO policies and guidelines are followed, CITGO reserves the right to request a copy of a sales ticket in the event of a chargeback, regardless if requested by the issuer or not. If no itemized receipt is provided, the chargeback will be passed down for non-receipt of a requested sales draft.

All invoice copies sent to CITGO must be legible. Illegible invoices will result in a chargeback. It is your responsibility to ensure the invoice is legible.

When responding to an invoice request, send only one invoice per page. If you have multiple requests, fax each one separately. Place each invoice on an 8 ½" x 11" sheet of white paper along with the original Request for Copy information showing, then fax the requested invoice to the 'send to' fax as indicated on the request for copy. Both the invoice and the Request for Copy must be present. Invoices received without the original request will be considered 'not received'.

Keep your fax confirmation sheet after faxing in the requested items. This document should show the date, time, fax number and confirmation that your request was sent to the requestor. This confirmation sheet is the only document that confirms the correct office was the receiver of the requested invoice within the designated timeframe. Without this document, you have no recourse to reverse a chargeback due to non-receipt. If your fax machine does not currently produce a confirmation sheet, consult your owner's manual or service vendor to enable this feature.

For assistance in retrieving mail messages or re-printing receipts, contact the CITGO Help Desk. 1-800-533-3421, opt. 2, opt. 2

Chargebacks

Preventing Chargebacks

Unfortunately, chargebacks are a result of doing business. While you can never fully eliminate chargebacks, many are avoidable. The following requirements and best practices can limit your exposure:

- Train all staff on the rules and regulations contained within this guide.
- Never complete a transaction if the authorization request is denied.
- Never key in an approval code provided by the customer.
- Only accept cards present at the time of the transaction.
- Never key in a card number from a piece of paper or other card substitute provided by the customer.
- Only use CITGO-approved voice authorization contact numbers when seeking a voice approval.
- Make sure your business name is clearly reflected on all signage.
- Never process transactions for any business other than your own.
- Never give cash as a refund for transactions paid by credit card.
- Retain all sales records as required.
- Use customer verification methods such as ZIP verification to confirm a customer's identity.
- Respond to all Requests for Copy within the 10-day time frame.
- Ensure each receipt is clearly itemized; non-itemized receipts will result in an automatic chargeback.
- Keep your POS in good working order to avoid downtime and incorrect or illegible receipts.
- Timely perform all POS software updates.
- Password protect any device used in the processing of payment cards. Do not use default passwords or easy-to-guess passwords such as "CITGO123." Use a combination of upper and lower case letters and numbers. When allowed use special characters such as !, # or \$.
- Follow the CITGO merchandise limit guidelines (pg. 6) for all payment card transactions.
- Process each sale as it happens.
- Never combine multiple sales into one or split one sale into multiple sales to avoid limits.

Fighting Fraud

Credit card fraud is a serious threat to CITGO and CITGO Locations. Each year, millions of dollars are lost across the petroleum industry due to fraudulent activity.

Know Your Customer

You are the first line of defense against fraud. How you interact with your customers can deter fraud. Even the savviest criminals give off hints regarding their true intentions. Keep an eye out for suspicious behaviors such as:

- Appearing nervous, agitated or hurried.
- Making indiscriminate purchases (e.g., not paying attention to cost, size, brand, etc.).
- Making substantially larger purchases than the average customer.
- Making multiple purchases for the same items (e.g., beer, cigarettes, etc.).
- Attempting to distract you while making purchases.

Never call an authorization number or enter an approval code provided by a customer. Never type in a card number from a card not present. The physical card must be present to be considered a valid form of payment.

Know Your Rights

As a merchant, you have the right to protect yourself against fraud. There are several measures you can take to ensure the person presenting the card for payment is in fact the true cardholder:

- Verify ID; familiarize yourself with your state's laws regarding declining these transactions.
- Have the customer verify the last four digits on the front of the card.
- Verify the signature on the receipt matches the one on the back of the card.
- Enable ZIP code verification.
- Decline suspicious sales/activity (permitted so long as you are not discriminating based on card type).

How to Spot a Fraudulent Card

Accepting counterfeit credit cards is the number one leading cause of chargebacks. Before accepting any card as payment, check the card to verify its authenticity.



Fighting Fraud

Not all fraud occurs inside of the store. Below are some tips for fighting fraud at the pump:

- Conduct inspections of your pumps at each shift change.
- Have someone walk your islands during busier times to assist customers.
- Use the intercom to ask if assistance is needed when a customer has been at a fueling station for an extended period of time.
- Watch for customers “testing” (swiping without fueling) multiple cards.
- Utilize CITGO-provided tools to limit fraud such as velocity, pump shut off limits, and ZIP code verification.
- Change universal locks that are shipped with the dispenser to locks with a unique key.
- Install tamper alarms to alert cashiers and shut down the dispenser if the door is opened or tampered with.

Velocity

CITGO uses a proprietary velocity system to limit the number of times bank cards (Visa, Mastercard, Discover and American Express) can be used at the pump. Velocity is designed to protect customers from fraudulent use on their account and to deter criminals. CITGO allows for two swiped pump transactions within a 24-hour period. If a customer attempts a third purchase within the 24-hour window, they will receive a “See Attendant” message and the transaction will be declined. The transaction can be processed inside without issue.

CITGO Standard Velocity Settings			
Card Type	Swipes Allowed	Within	Referred Inside for
CITGO Rewards Card	3	24 Hours	2 Days
Mastercard	2	24 Hours	2 Days
Visa	2	24 Hours	2 Days
American Express	2	24 Hours	2 Days
Discover	2	24 Hours	2 Days

CITGO reserves the right to adjust these limits without notice in areas of high fraud.

On exception and per the Marketer’s request, individual customers can be exempted from the velocity program. This should only be done if the Location is confident the customer has a valid reason for multiple purchases and is not using a fraudulently obtained card. In addition, velocity can be used to always decline a known fraudulent card at the pump, inside or both.

Fighting Fraud

Pump Shut-Off Limits

In compliance with card brand protections, all Locations are programmed with the following default shut-off limits:

Pump shut-off limits can be adjusted upon a Marketer's request. Increasing the pump shut-off limit requires a signed release form acknowledging the Marketer is aware of the increased risk and will accept full liability for all Island Card Reader (ICR) chargebacks. CITGO reserves the right to lower pump shut-off limits without notice in areas of high fraud.

CITGO Default Pump Shut-Off Values	
Card Type	Shut-Off Limit
CITGO Rewards Card	\$100
Mastercard	\$100
Visa	\$100
PIN Debit	\$60
American Express	\$100
Discover	\$100
WEX (including CITGO Fleet)	\$250
Visa Fleet	\$150
Voyager	\$150
Fuelman	\$250
Mastercard Fleet	\$150

ZIP Code Verification

Another fraud deterrent CITGO utilizes at the pump is to prompt for the cardholder's ZIP code, also known as Address Verification (AVS). When enabled, AVS compares the ZIP code entered by the customer to that on file with the card issuer. Any variance will cause the transaction to fail. AVS is available for both U.S. and Canadian issued cards.

To request instructional ZIP decals for your pumps, contact cardoperations@citgo.com.



U.S. Customer Instructional Decal



Canadian Customer Instructional Decal

Fighting Fraud

CITGO Island Card Reader (ICR) Fraud Program

ICR fraud is a serious threat that could cost you thousands of dollars in fees and chargebacks if your location is not properly protected. While the major card brands have delayed the EMV liability shift at the pump until Oct. 1, 2020, **CITGO strongly recommends you continue your outdoor EMV migration path to meet customer expectations and help mitigate fraud at the pump.**



The following is important information outlining how this year's ICR Program will work:

- ZIP verification is mandatory for all CITGO locations, except where prohibited by law (e.g., New Jersey).
- If your CITGO Location has the most current version of software available and ZIP verification, and are fully compliant with PCI-DSS, CITGO will cover ICR fraud-related chargebacks as provided in the following schedule:

ICR Fraud Amount	Coverage
\$0 - \$500	Covered in full by CITGO.
\$501+	Covered in full by CITGO if Location can provide proof of the following: <ul style="list-style-type: none"> • CITGO Security Seals are properly used • Customized locks have been installed • Location is completing and logging pump inspections. (CITGO requires daily pump inspections, at a minimum, but best practices recommend that pumps are checked at each shift change.)

CITGO requires documented proof (e.g., receipts, pump photos, tracking logs) before resuming responsibility for ICR fraud-related chargeback liability. Download the 'CITGO Absorbed Fraud' report available on MarketNet to track the amount of ICR Fraud at your Location.

- CITGO reserves the right to pass through to you for your payment any fraud received under any of the following conditions:
 - o There is attendant involvement.
 - o The Location has overridden CITGO's default settings.
 - o The Location is aware of fraudulent activity, but fails to act.
 - o The issuing bank determines the location is the point of compromise.
 - o The Location exceeds a card brand's excessive chargeback threshold.
 - o The Location is not compliant with PCI-DSS.
- If you elect to opt out of ZIP verification, you must sign a waiver acknowledging you understand the risk and accept liability **for all ICR chargebacks and or fees as imposed by the card brands.**
- Locations must continue to perform at minimum, daily inspections of all pumps, check for skimming or other foreign devices and notify local authorities and CITGO (cardoperations@citgo.com) of any abnormal findings.

Waivers can be requested by emailing cardoperations@citgo.com.

Fighting Fraud

Card Skimmers

Skimming continues to be a growing issue across the petroleum industry. Criminals are targeting both inside and outside devices. Many states are considering or have enacted legislation aimed at making transactions more secure by requiring petroleum locations to use fraud deterrents such as:

- Applying security seals that show 'Void' once tampered with.
- Changing the default locks on the dispenser to a custom lock.
- Installing alarms that render the pump inoperable if the door is tampered with.

Pump locks can be ordered from CompX at www.compX.com.

CITGO recommends each Marketer/Location familiarize itself with all applicable local and state automated fuel dispenser regulations. CITGO also recommends using CITGO branded security seals supplied by NovaVision.



CITGO Security Seals can be ordered via MarketNet or MyCITGOStore.com

It is extremely important that each Location take responsibility and:

- Ensure inside POS devices are checked at the change of each shift for any potential skimmer overlay.
- Ensure pumps are inspected at the change of each shift for any potential skimming device.
- Use video surveillance cameras at the pump to deter criminals and identify criminal activity.
- Be aware of suspicious vehicles parked for long periods of time at a particular fueling station.
- Increase lighting to make the pumps and card readers more visible during low light situations.
- Be familiar with the inside of your dispensers; take photos for future reference and check for comparison if you find any abnormalities.
- Utilize technology such as Bluetooth and Wi-Fi to look for skimmers that may be hidden or hard to spot with just the naked eye.

If a skimmer or overlay is found, **DO NOT TOUCH IT**. Immediately shut down the dispenser and notify local authorities, your Marketer and CITGO.

Notify Caleb Burke, Payment Card Operations Manager of any found skimming device. Include your eight-digit CITGO Location number, date found, pump number and photos if applicable.

Caleb Burke

Office: 832-486-4340
cburke@citgo.com

Fighting Fraud

Anti-Skimming Program

As part of an overall increased fraud strategy, CITGO will institute the following anti-skimming program, effective Jan. 1, 2019.

If a skimmer is found at your Location and you do not report it to CITGO along with the Incident Response Form, chargeback liability will be shifted to the Marketer based on the following schedule:

Offense	CITGO Action
1st	ICR Chargeback liability shifted to the Location for 30 days.
2nd	ICR Chargeback liability shifted to the Location for 180 days.
3rd +	ICR Chargeback liability shifted to the Location for one year.

Note: Multiple skimming devices found at the same time will be considered one offense.

If a skimmer is found at your Location, and you report the finding to CITGO, a warning will be issued. CITGO will provide instructions for next steps and recommendations for increased pump security. No fraud-related chargeback liability will be shifted for the first self-reported skimmer. Any subsequent findings, reported or not, will shift fraud-related chargeback liability to the Marketer per the above schedule. All notices to CITGO must include the Incident Response Form and should be directed to cardoperations@citgo.com.

If a skimmer is found at your Location, any protections offered under the ICR Fraud Program will immediately be suspended until proof of successful remediation can be provided to CITGO.

If a Location purchases the CITGO-approved pump seals, upgrades their pump with customized locks, and can provide documented proof of these steps, CITGO will resume accepting liability for all ICR fraud-related chargebacks.

Incident Response Forms and Daily Security Seal Trackers can be found in the Payment Card Operations section of MarketNet.

If you have any questions regarding the ICR Fraud or Anti-Skimming Programs, please contact Caleb Burke, Payment Card Operations Manager.

Caleb Burke

Office: 832-486-4340
cburke@citgo.com

CITGO Rewards® Card

The CITGO Rewards Card is designed to reward both CITGO Locations and customers. The CITGO Rewards Card drives loyalty to the CITGO brand while providing added benefits to CITGO Locations. The CITGO Rewards Card can only be processed at branded CITGO Locations.

Transaction Processing

- All transactions must be processed on a CITGO-approved POS using the CITGO network.
- Products must be correctly categorized and itemized to ensure customers receive appropriate discounts.
- Failure to obtain a valid approval code could result in a chargeback.
- When attempting to obtain a voice authorization, be prepared to provide the following information:
 - o CITGO Location number
 - o Complete cardholder account number
 - o Expiration date
 - o Total amount of sale
 - o Product(s) being purchased
- Customer's signature (electronic or physical) is required for in-store purchases.
- Customer's signature on the invoice must match the signature on the back of the card.
- Customer must be offered a copy of the sales receipt.



CITGO Rewards Card
Customer Service: 855-598-4879

CITGO Rewards Card Product Restrictions

Automotive Services: No deposits or down payments on automotive services are allowed on the card. Automotive services that have been completed in full may be charged to the card.

Cash advances are through Cirrus ATMs only.

C- Store Restrictions: C-Store merchandise, sales of food, beverage, phone cards and other products are limited to \$75 per day, per card. All sales must be clearly itemized. If you elect to exceed the merchandise limits, you may be responsible for any resulting chargebacks.

CITGO Fleet Cards



CITGO Fleet Card
Customer Service: 800-842-0071

CITGO Fleet, Fleet Select and Fleet Universal cards provide full transaction data for commercial consumers including:

- Fuel type
- Quantity
- Price per gallon

CITGO Fleet Cards also require additional customer information such as:

- Driver ID
- Vehicle/customer number
- Odometer reading

Fleet Account Managers can set card controls, including daily and monthly sales limits, fuel grade restrictions, merchandise limitations and services. Tax exempt billing is also available for qualified agencies.

Transaction Processing

- All transactions must be processed on a CITGO-approved POS using the CITGO network.
- A CITGO-approved PIN pad must be used to enter in user information.
- Failure to obtain a valid approval code could result in a chargeback.
- Customer must be offered a copy of the sales receipt.
- When attempting to obtain a voice authorization, be prepared to provide the following information:
 - o CITGO Location number
 - o Full account number
 - o Expiration date
 - o Total amount of sale
 - o Product(s) being purchased
 - o Driver ID (4 digits)
 - o Odometer reading (7 digits)
 - o Customer reference (up to 6 digits)

CITGO Fleet and Fleet Select cards are only accepted at branded CITGO Locations.

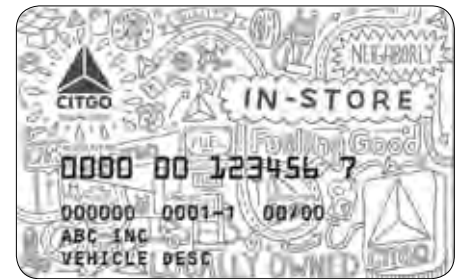
CITGO Fleet Universal cards can be used at any participating WEX merchant; however, discounts are only available on purchases made at branded CITGO Locations.

CITGO In-Store Fleet Card

The CITGO In-Store Fleet Card is designed for customers who have designated that purchases be restricted to the branded CITGO Location at which the card is retained. All features of the Fleet and Fleet Select programs apply to the In-Store card.

Transaction Processing

- The CITGO In-Store Card is mailed by CITGO directly to the authorized CITGO Location embossed on the front of the card. **Transactions attempted at any Location other than the one on the card will be declined.** If your eight-digit CITGO Location number changes, you are responsible for contacting CITGO Customer Service to update your account. Once Customer Service has made the update, current In-Store cards will work temporarily until ones reflecting the new Location number are received.
- All transactions must be processed on a CITGO-approved POS using the CITGO network.
- A CITGO-approved PIN pad must be used to enter in user information.
- Failure to obtain a valid approval code could result in a chargeback.
- Customer must be offered a copy of the sales receipt.
- When attempting to obtain a voice authorization, be prepared to provide the following information:
 - o CITGO Location number
 - o Full account number
 - o Expiration date
 - o Total amount of sale
 - o Product(s) being purchased
 - o Driver ID (4 digits)
 - o Odometer reading (7 digits)
 - o Customer reference (up to 6 digits)



CITGO Fleet Card
Customer Service: 800-842-0071

CITGO Gift Card

The CITGO Gift Card is a pre-paid, stored value card sold at CITGO-branded Locations. It is valid for products and services at participating CITGO-branded locations. The CITGO Gift Card is not redeemable for cash, except where permitted by law.* An activated card should be treated as cash and cannot be replaced if lost or stolen. These terms and conditions are printed on the back of each card.

State Cash Back Regulations	
State	Balance Eligible for Cash
Maine	Less than \$5
New Jersey	Original amount > \$5, less than \$5
Rhode Island	\$1
Vermont	Less than \$1
Washington	Less than \$5

*States that have legislation regarding when a gift card can be redeemed for cash.



CITGO Gift Card Services:
800-533-3421, opt.1, opt.2

The CITGO Gift Card is rechargeable up to 999 for values between \$5 and \$300. CITGO Gift Cards have no value until purchased and must be activated through the POS by the store attendant at the time of purchase. The customer determines the value of the card for any **whole dollar** amount between \$5 and \$300. Cards can be reloaded in whole dollar increments starting at a minimum of \$5.

CITGO Gift Cards can only be processed through a CITGO-approved POS with an active connection to the CITGO network. If for any reason you are unable to obtain an approval for a Gift Card transaction, another form of payment must be used. **Manual transactions are not allowed on the CITGO Gift Card.** Refer to your POS system manual or user guide for instructions specific to the CITGO Gift Card.

CITGO Gift Card Best Practices

- Limit the single-day activations (initial load or reloads) to \$2,000 or less per Gift Card.
- Limit sales to a single customer in one day so the total sale of all Gift Cards is less than \$10,000.
- You may charge an initial activation fee of up to \$0.50 when a customer purchases a new Gift Card, unless otherwise prohibited by law; no additional fees may be charged in association with the CITGO Gift Card.
- You may use cash/credit tiered pricing with the CITGO Gift Card.
- CITGO discourages the purchase of Gift Cards with a credit card, as you could be subject to double liability for the value if a stolen card is used to make the purchase.

CITGO Debit Plus Card

The CITGO Debit Plus Card is a payment card linked to a customer's checking account. The CITGO Debit Plus Card combines the ease and security of a PIN Debit card with a discount for being a loyal CITGO customer. The CITGO Debit Plus Card can be used as payment both at the pump* and inside at participating branded CITGO Locations.

Customers may pick up a card at any participating branded CITGO Location. The card is free to any interested customer. The CITGO Debit Plus Card does not become active until the customer enrolls and activates the card online. Upon enrollment, customers must validate their account by agreeing to receive a small deposit then a subsequent withdrawal to their linked checking account. Once these transactions have taken place, the customer will confirm the amounts online to complete the enrollment process. The CITGO Debit Plus Card is **not** a credit card; enrolling does not require a credit check.



CITGO Debit Plus Card
Customer Service: 844-687-1680

Transaction Processing

- All transactions must be processed on a CITGO-approved POS using the CITGO network.
- If the card cannot be processed electronically, another form of payment must be requested.
- The CITGO Debit Plus Card has spending limits, which are set and maintained by the cardholder.
- Customers must enter the PIN as set when enrolling the program.

*PIN Debit must be enabled outside for successful use at the pump.

Cardholders can set sales limits using their CITGO Debit Plus Card account. Limits can be set:

- Per transaction
- Per day
- Weekly spending limits
- Merchandise restrictions

Bank Cards



CITGO proudly accepts the following bank cards:

Authorization Center: 800-343-5792

Merchant Number: 117 107 946

When prompted, use city/ZIP code of: Houston / 77077



Authorization Center: 800-347-1111

Merchant Number: 60110 16161 00002



Authorization Center: 800-528-2121

Merchant Number: 135 840 3236

Signage should be clearly displayed at each Location outlining the card types accepted.

All transactions must be processed on a CITGO-approved POS using the CITGO network. CITGO will not accept or honor any payments made with expired, damaged or invalid cards. Failure to obtain a valid approval code may result in a chargeback to your Location.

An authorization does not constitute a guarantee of payment, only the availability of credit at the time of authorization. All transactions are subject to chargeback.

PIN Debit Cards

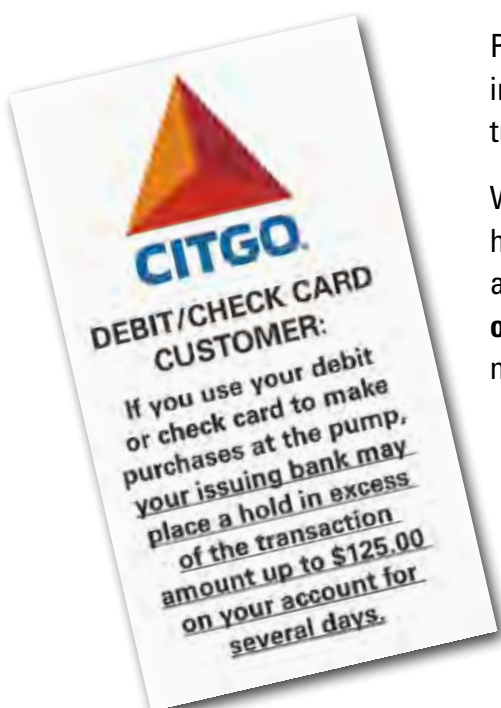


All PIN Debit transactions must be processed through a CITGO-approved POS using the CITGO network. Manual entry or offline transactions are not allowed for PIN Debit. In order to accept PIN Debit cards, Locations are required to have a PCI-compliant PIN Pad that is encrypted with the CITGO specific key.

PIN Debit transactions are subject to the same rules and regulations, including chargeback rules as bank card (Mastercard, Visa, Discover, Amex) transactions.

When using a PIN Debit card at the pump, the issuing bank may place a hold in excess of the transaction for an amount up to \$125 on the customer's account. **CITGO has no control over this hold, its amount or time pending on the customer's account.** You must display the CITGO-provided debit notification decals to inform customers of this procedure.

Decals can be requested by emailing cardoperations@citgo.com. Please include your eight-digit Location number and number of decals requested.



Electronic Benefit Transfer (EBT) Cards



CITGO accepts EBT/Snap benefits as payment for eligible products on select POS.

Prior to accepting EBT, sites must first register with the U.S. Department of Agriculture, USDA. Once registered, Locations must provide a copy of their certificate to CITGO. The business name on the certificate must match the business name listed with CITGO.

If you are interested in accepting EBT, but do not have a compatible POS, you may rent a standalone terminal from CITGO solely for EBT processing.

EBT-Capable POS Systems
Verifone Commander
Verifone RubyCi
Verifone Vx520
NCR RPOS
Gilbarco Passport (Coming 2018)

To add EBT, email POSHelp@citgo.com and provide the following information:

- CITGO Location number
- FNS number
- USDA certificate

Fleet Cards



CITGO proudly accepts the following fleet cards:

Authorization Center: 800-842-0071
Merchant Number: CITGO Location number
Customer Service: 800-492-0669



Authorization Center: 800-987-6589
Merchant Number: CITGO Location number
Customer Service: 800-987-6591



Authorization Center: 800-877-9013
Merchant Number: CITGO Location number
Customer Service: 800-FUELMAN (383-5626)

Transaction Processing

To process successfully, all fleet transactions must include:

Customer Prompts (any combination):

- Driver ID
- Vehicle number
- Odometer reading

Product Descriptions

- Fuel type
- Fuel quantity
- Price per gallon

- All transactions must be processed on a CITGO-approved POS using the CITGO network.
- A CITGO-approved PIN pad must be used to enter in user information.
- Failure to obtain a valid approval code could result in a chargeback.
- Customer must be provided with a copy of the sales receipt.
- When attempting to obtain a voice authorization, be prepared to provide the following information:
 - o CITGO Location number
 - o Full account number
 - o Itemized products (fuel type, car wash, etc.)
 - o Transaction amounts (by product if applicable)
 - o Price per gallon
 - o Gallons
 - o Full transaction amount
 - o Customer verification (driver ID, vehicle number, odometer reading, etc.)

Caution: An authorization does not constitute a guarantee of payment, only the availability of credit at the time of authorization. All transactions are subject to chargeback.

Mobile Payments

CITGO is proud to accept NFC (Near Field Communication) based mobile payments such as Apple Pay, Google Pay and Samsung Pay.



Customers are moving toward a mobile payment solution not only for convenience, but also for the added layer of security.

When attempting to make a mobile payment, the customer must confirm they are in fact attempting the purchase using a pre-determined security key (password, fingerprint, etc.)



Once the customer has provided their verification, the mobile payment device then verifies the network set to receive the transaction is valid and secure prior to sending any transactional data.



Most mobile payment solutions use a feature known as tokenization to encrypt and transmit the transaction data without ever passing the actual card number.

Transactions processed through a mobile payment application are subject to the same rules, regulations and chargeback guidelines as traditionally processed (swiped or chip) transactions.

In order to accept mobile payments at your Location, you must have an NFC-certified software version and device (PIN pad).

For additional information on NFC devices and software, contact the CITGO POS Product Management Team by emailing posprod@citgo.com.

Payment Card Settlement

Payment for Card Transactions

To avoid funding delays, CITGO recommends you perform an End of Day at least once every 24 hours. Transactions not submitted within 24 hours may be subject to additional fees or chargebacks in accordance with card brand rules and regulations.

You are responsible for ensuring you have been paid for all transactions processed at your Location. CITGO does not have access to a record of your POS sales totals. It is your responsibility to ensure payment in full.

Each CITGO-approved POS system has a function put in place to alert you when a batch has closed out of balance. If you receive this message, you are responsible for contacting CITGO CBR to verify batch totals within 72 hours. CITGO cannot guarantee payment for batches that are not closed and in balance within 72 hours.

For unpaid transactions older than 72 hours, contact CITGO Settlement for assistance with funding.

For settlement-related questions, including short payments, contact your CITGO gasoline distributor or the POS Settlement Group.

CITGO Settlement
800-533-3421, opt. 2, opt. 3
poshelp@citgo.com

Approved Point of Sale Systems and Contacts



Gilbarco

Gilbarco Passport
www.gilbarco.com
800-800-7498



Verifone

Verifone Commander
Verifone Ruby CI
www.verifone.com
888-889-7829



NCR

Radiant RPOS
www.ncr.com
800-454-8444

CITGO requires Locations using integrated terminals (such as Verifone Commander, Gilbarco Passport, etc.) maintain an active and current subscription to their respective POS vendor's Help Desk.

Standalone Terminal*

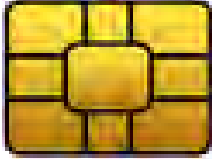
Verifone Vx520
800-533-3421, opt.2, opt.3
poshelp@citgo.com

*The Verifone Vx520 standalone terminal is available only as leased through CITGO. Contact your CITGO gasoline supplier if you are interested in leasing a Vx520 terminal.

For additional information on CITGO-approved POS, PIN pads or current software versions, contact the CITGO POS Product Management Team.

EMV Updates

With indoor upgrades complete, now is the time to focus on upgrading your outside fuel dispensers to get ready for outdoor EMV. While the outdoor EMV liability shift has been delayed until Oct. 1, 2020, merchants are encouraged to upgrade as soon as software becomes available.



Get ahead for your customers,
stay ahead for your business.

Even with the delayed liability shift, card brands (e.g., Visa, Mastercard, etc.) may impose outside EMV chargebacks before Oct. 1, 2020, if a Location is determined to have excessive chargebacks.

Excessive chargeback classification varies based on card type, sales volume, severity and amount of EMV counterfeit-related chargebacks. Some brands may offer a remediation period before passing through the EMV chargebacks. If a Location has been determined to have an overly excessive amount of chargebacks, the card brands may not offer a remediation period. Any fines imposed with the excessive chargebacks are in addition to the actual transaction amount charged back. Any chargeback received for a Location deemed excessive, along with additional fees and/or fines, will be passed down to the Marketer/Location. Once CITGO is notified by the card brands, CITGO will then notify the Marketer for Locations exceeding these limits. It is the Marketer's responsibility to notify its Locations and work with CITGO to help remediate Locations with excessive chargebacks.

Excessive chargebacks, their ramifications and remediation criteria (as of the date of this guide) are listed by card brand in the table below. Any and all updates will be published to MarketNet.

Excessive Chargeback Thresholds			
Mastercard	Visa (Excessive)	Visa (Standard)	American Express
Any Location with a fraud-to-sales ratio of 1.5% and at least 100 chargebacks a month for two consecutive months.	Any Location with a fraud-to-sales ratio of 2% and \$10,000 in chargebacks.	Any Location with a fraud-to-sales ratio of 0.20% and \$10,000 in chargebacks.	Any Location with a fraud-to-sales ratio of 1% for three consecutive months.
Counterfeit outdoor EMV transactions charged back.			Additional chargeback fee of \$25 per chargeback over the 1% threshold
Locations can remediate out of the program by reducing fraud levels to below the threshold listed above.	Locations can remediate out of the program by lowering their fraud to sales ratio. Visa may determine if frequent offenders can continue to remediate out.	Locations can remediate out of the program by reducing fraud levels to below the thresholds listed above within 1-2 months or below levels for three consecutive months.	Locations can remediate out of the program by reducing fraud levels to below the threshold listed above.
Effective October 1, 2017			
Three-year AFD liability shift deferment by Mastercard and Visa does not apply to cards issued outside of the United States.			Applies to American Express Cards

PCI Updates



For additional PCI Information, visit
www.pcissc.org or
www.controlscan.com/petropci.

If you are a merchant that accepts payment cards, you are required to be compliant with PCI-DSS.

All CITGO Locations accessing and transmitting payment card information to the CITGO network must:

- Have POS software that meets the most current PA-DSS requirements.
- Install and use a PCI-DSS compliant firewall from a CITGO-authorized firewall providers*.
- All devices connected to the Internet should be connected to the firewall.
- Remote access should only be granted to sources you know.
- Remote access must be disabled when not in use.
- Have policies and procedures in place to pass PCI-DSS for merchants.
- Change all default passwords to more complex ones.
- Have PIN Pads that meet current PCI PTS (PIN Transaction Security) requirements.
- All inside PIN Pads must be compatible to process debit, EBT and NFC transactions.
- Track monthly all equipment that contains cardholder data monthly to ensure equipment has not been tampered.
- Use and track anti-virus software monthly to ensure it is in place and functioning properly.

Additional PCI-related information can be found by contacting posprod@citgo.com.

*Locations using a standalone terminal with dial-up communications are exempt from firewall requirements.

CITGO-Authorized Firewall Providers

Acumera

512-687-7412

www.acumera.net

Cybera

866-4CYBERA (429-2372)

sales@cybera.net

ControlScan (fka EchoSat)

800-393-3246 ext. 4005

citgo@controlscan.com

<https://citgo.spgnow.com/citgosignup>

Mako Networks

844-99-CITGO (992-4846)

citgosales@makonetworks.com

Summary and Rewards

Since you are an independent business person, CITGO cannot tell you how to conduct your affairs. If you receive a terminal response of BAD CARD when attempting to process a POS transaction, or are requested to pick up a credit card when obtaining approval through the Authorization Center, please do so peaceably. **CITGO has not, will not and does not ever authorize you to accuse any person of a crime.** It is suggested that you not make any accusations, file a complaint or cause the arrest of a customer without first consulting legal counsel.

If you have been requested to decline a transaction and pick up a credit card and have done so, cut the card in half, just below the card number. Do not damage the magnetic stripe or account number. Mail it to the appropriate address indicated below accompanied by a slip of paper containing the date picked up, your business name, address and reason for pickup.

Transmittals on returned American Express cards should also include the CITGO SE Merchant Number 135 840 3236.

Return any cards left at your location each day with a letter stating "card left at service station." No rewards are paid for these cards. Cut the card(s) in half and mail as indicated below.

American Express

Awards Department
PO Box 53617
Phoenix, AZ 85072-3617

Discover

Security Department
PO Box 28545
Columbus, OH 43228-0545

Visa and Mastercard

Heartland Compliance Team
One Heartland Way
Jeffersonville, IN 4713

Voyager

Call 1-800-987-6591 for instructions

WEX and CITGO Fleet Cards

Call 1-800-492-0669 for instructions

CITGO Rewards Card

PO Box 965004
Orlando, FL 32896-5004

CITGO Debit Plus Card

Destroy the card



www.citgo.com

CITGO Petroleum Corporation
P.O. Box 4689
Houston, TX 77210
800-992-4846